

Appl. No. 10/072,468
Amendment Dated 10/11/2005
Reply to Office Action of 7/11/2005

REMARKS

Claims 1-21 stand in this application. Claims 1, 7, 13, and 17 have been amended. No new matter has been added. Favorable reconsideration and allowance of the standing claims are respectfully requested.

Claims 1-21 stand rejected under 35 U.S.C. 102(a) as being anticipated by EP 1,113, 656 (Crowther). Applicant respectfully traverses the rejection, and requests reconsideration and removal of the anticipation rejection.

Applicant respectfully submits that to anticipate a claim under 35 U.S.C. § 102(a), the cited reference must teach every element of the claim. See MPEP § 2131, for example. Applicant submits that Crowther fails to teach each and every element recited in claims 1, 7, 13, and 17, as amended, and thus they define over Crowther. For example, with respect to claim 1, Crowther fails to teach, among other things, the following language:

establishing classification categories for a variety of communications transmissions, the classification categories are established based on a classification system using priority categories according to requirements of the user....

These claims recite that the “classification categories are established based on a classification system using priority categories according to requirements of the user,” which is not disclosed in Crowther. The “user” as recited in claim 1 is the “user” of the system, which is analogous to the “agent” disclosed in Crowther. Accordingly, Applicant respectfully submits that Crowther does not disclose that the classification categories are established based on a classification system using priority categories according to requirements of the “agent.” Rather, Crowther merely discloses that the “pending

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request queue 215 contains the pending requests . . . at particular priority levels that are waiting to be answered by agents." Crowther at col. 5, lines 54-57 and Fig. 2. Crowther fails to disclose, however, that the classification categories are established based on a classification system using priority categories according to requirements of the "agent." The "agents" disclosed in Crowther merely are waiting to answer pending requests at particular priorities. The agents do not establish priorities based on requirements of the "agent."

Therefore, Crowther fails to disclose each and every element recited in claim 1, as amended. Accordingly, Applicant respectfully requests removal of the anticipation rejection with respect to claim 1.

Claims 7, 13, and 17 recite features analogous to those recited in claim 1. Therefore, for reasons analogous to those presented with respect to claim 1, Applicant respectfully submits that claims 7, 13, and 17, and all claims directly or indirectly depending therefrom, are not anticipated and are patentable over Crowther. Accordingly, Applicant respectfully requests removal of the anticipation rejection with respect to claims 1-21.

Applicant does not otherwise concede, however, the correctness of the Office Action's rejection with respect to any of the dependent claims discussed above. Accordingly, Applicant hereby reserves the right to make additional arguments as may be necessary to further distinguish the dependent claims from the cited references, taken alone or in combination, based on additional features contained in the dependent claims that were not discussed above. A detailed discussion of these differences is believed to

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be unnecessary at this time in view of the basic differences in the independent claims pointed out above.

Removal of the rejection for claims 1-21 is therefore respectfully requested.

It is believed that claims 1-21 are in allowable form. Accordingly, a timely Notice of Allowance to this effect is earnestly solicited.

The Examiner is invited to contact the undersigned at 724-933-3392 to discuss any matter concerning this application.

The Office is hereby authorized to charge any additional fees or credit any overpayments under 37 C.F.R. § 1.16 or § 1.17 to Deposit Account No. 02-2666.

Respectfully submitted,

KACVINSKY LLC

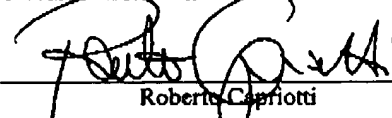
/Roberto Capriotti/
Roberto Capriotti, Reg. No. 46,599
Under 37 CFR 1.34(a)

Dated: October 11, 2005

4500 Brooktree Road
Suite 102
Wexford, PA 15090
(724) 933-9390

CERTIFICATE OF MAILING/TRANSMISSION (37 CFR 1.8A)

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING TRANSMITTED BY FACSIMILE ON THE DATE SHOWN BELOW TO THE UNITED STATES PATENT AND TRADEMARK OFFICE.



Roberto Capriotti

October 11, 2005

Date